

Enrolling Employees at the 4500 Terminal with Biometric

IMPORTANT! Before You Begin

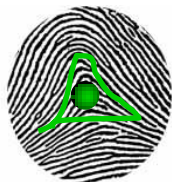
Before you begin, make sure the terminal has been updated with the most recent employee information.

To simplify the enrollment process, take the following steps with the employee before you enroll the employee at the terminal:

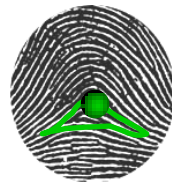
1. Demonstrate the Lock, Place and Hold method. When you Lock, slide your finger along the ridge lock without touching the sensor. Explain that this eliminates electrostatic discharge, which can affect the operation of the device.
2. Explain that the employee will need to use this procedure during enrollment and every time the employee verifies. Emphasize that it is very important to be consistent with how you place your finger, and how much pressure you use.
3. Explain that it is important not to slide, twist or rotate the finger when it is on the sensor.
4. Use firm pressure when you place the finger on the sensor.
5. The finger should be at room temperature and slightly moist. If the finger is cold or dry, rub the finger in the palm of your other hand, or against your forehead. If necessary, use hand lotion.
6. Does the employee have long fingernails? Does the employee have very large or very small fingers? If the answer to any of these questions is "yes," do the following:
 - Help the employee find the finger core.
 - Help the employee position the finger core in the middle of the sensor.
 - Make sure the employee remembers how to position the finger core in the middle of the sensor so that this method can be used every time.

About the Finger Core

A **finger core** is the point located within the innermost re-curving ridge. Usually, it is located in the middle of the finger scan region, as in examples A and B.



A. Plain Arch



B. Tented Arch

When you line up the first joint with the ridge lock on the verification device, this usually positions the finger core in the middle of the sensor.



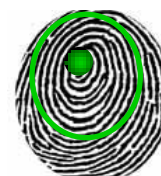
However, for some people, the finger core is located a little higher or lower, or to the left or right of the finger scan region, as in examples C, D, E and F.



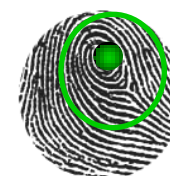
C. Single Loop



D. Twin Loop



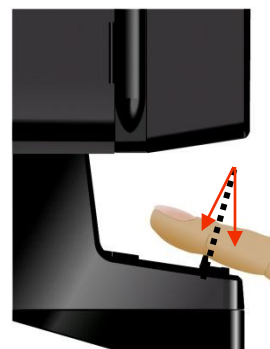
E. Whorl



F. Center Pocket Loop

In these cases, you may need to use the ridge lock to align the finger a little before or after the first joint.

Reminder: It is very important to remember how you place your finger on the sensor so that you can use the same method every time!

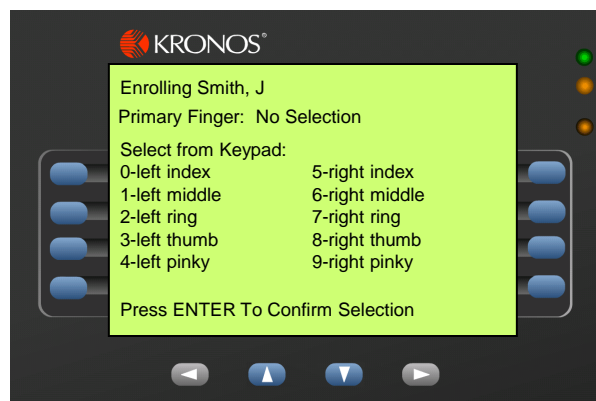


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How to Enroll Employees

To enroll employees:

1. Access Manager mode. The terminal displays Manager mode soft keys.
2. Press the Enroll Employee soft key. The terminal prompts you to enter the employee's badge.
3. Enter the employee's badge. The terminal displays the Enrollment screen.



4. Select a finger, avoiding the thumb or pinky, and press ENTER. The ENROLL soft key appears.
5. Press the ENROLL soft key. The terminal beeps three times and prompts the employee to place the finger on the sensor. Remind the employee to use the Lock, Place and Hold method when the employee places the finger on the sensor.



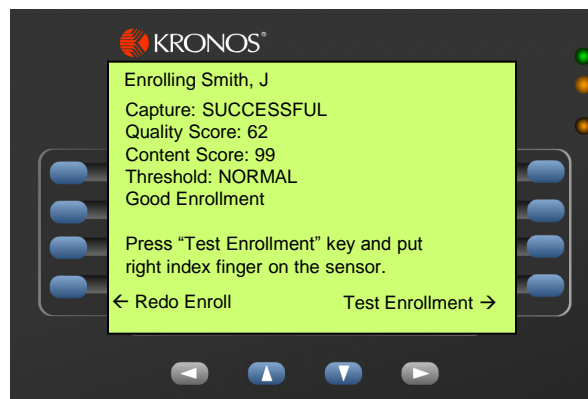
6. When the terminal beeps and displays a score, the employee can remove the finger from the sensor.
7. If the enrollment failed, press the "Redo Enroll" soft key and try again.

If the Quality score is less than 40, or the Content score is less than 20, "Poor Enrollment – Retry" displays. Press Redo Enroll and try again.

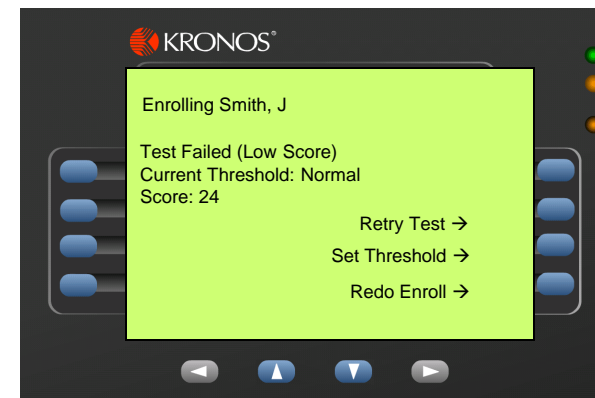
If the Quality score is between 40-60 or the Content score is between 20-60, "Fair Enrollment—Retry Suggested" displays. Press Redo Enroll and try again.

If the Quality and Content scores are greater than 60, "Good Enrollment" displays. Go to the next step.

8. Press Accept Enroll. The Test Enrollment screen appears. Press the Test Enrollment soft key and ask the employee to place the finger on the sensor. Remind the employee to place the finger in the same way, consistently, every time.
9. The terminal compares the finger scan template that you previously captured with the image that is now on the sensor. When the terminal beeps and displays a score, the employee can remove the finger.



10. To accept the enrollment, press "Accept Enroll". The employee's finger scan template is stored in the verification device. You can now enroll a secondary finger. (It is recommended that a secondary finger be enrolled at the same verification device.)
11. If the test fails, the terminal displays three options.



12. To retry the test, press "Retry Test". If the employee continues to fail the test, redo the enrollment.

To change the threshold, press "Set Threshold." The terminal displays the following options: Low and None. Select Low.

To redo the enrollment, press "Redo Enroll".

About Lowering the Threshold

If an employee consistently obtains a low or failing score when you test the enrollment, you can lower the threshold at the terminal. Use this option as a last resort, after you have tried all other recommendations.

If an employee consistently has problems verifying at the terminal after enrollment, lower the threshold from your Touch ID software application.